

Overview of Monthly Activity

The Bureau received 139 (83 were received electronically) complaints during the month of July 2016.

141 (89 electronic) complaints were closed

1 required more information to proceed with an investigation

1 was closed due to lack of Bureau jurisdiction

27 were dismissed for no violation

14 were referred back to the DOC

96 complaints were investigated

8 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

24 (22 electronic) complaints were substantiated (see below)

71 were unsubstantiated due to no violation of policy and/or procedure existing

14 complaints remain open (2 from June and 12 from July)

The Bureau also corresponded with another 122 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution**1. Correctional Industrial Facility**

Complaint Type	Classification – Time Cut
Complaint Summary	The offender complains that he completed the PLUS Program in 2015, but has not received his time cut for it, despite receiving another time cut recently.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Dave Liebel, Director of Religious Services
Outcome	The time cut request was submitted for approval.

Follow-up No follow-up necessary as the time cut is now pending.

2. Correctional Industrial Facility

Complaint Type Work

Complaint Summary The offender complains that he has been shorted pay for the past three months.

Basis for Claim 02-01-106 Offender Assignment & Pay Schedules

Investigative Summary The Bureau contacted Assistant Superintendent Delana Ritchie at the facility. The matter was reviewed and due to a change in Supervisor, the pay had not been awarded.

Outcome The offender was given back pay.

Follow-up No follow-up is necessary.

3. Heritage Trail Correctional Facility

Complaint Type Disciplinary Action

Complaint Summary The offender complains that he has a conduct report pending from March on which he has not been screened.

Basis for Claim 02-04-101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Assistant Superintendent Dan Leflore at the facility. The conduct report had not been screened or heard in a timely manner.

Outcome The conduct report was dismissed.

Follow-up No follow-up is necessary as the conduct report has been removed from his record.

4. Miami Correctional Facility

Complaint Type Grievance

Complaint Summary The offender complains that he filed his grievance appeal over 25 working days ago, but it has not been responded to.

Basis for Claim 00-02-301 Offender Grievance Policy

Investigative Summary	The Bureau contacted Mike Lloyd in Central Office.
Outcome	The response to the grievance was provided.
Follow-up	No follow-up necessary as the grievance has been answered.

5. Miami Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender complains that he has tried to contact mental health, but has not been seen. He says that he has had a lot on his mind about which he would like to speak with someone.
Basis for Claim	HCSD 4.03 Adult Mental Health Services
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The offender was seen by mental health and has been seen according to his treatment plan, but he seems to be decompensating without the treatment plan being updated.
Outcome	The offender was seen in mental health again.
Follow-up	Follow- up to ensure treatment plan is updated.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has been telling nurses that he is passing a kidney stone for four days, but has not received medical care.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The nurse provided no notes of observation upon exam.
Outcome	The offender was seen and treated further.

Follow-up No follow-up necessary as the offender has now received the needed care.

7. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has been trying to get his medications renewed for 15 days. He has been without it for over 10 days.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The pharmacy did not send the medication and the facility did not catch the error in the medication room.

Outcome The offender received his inhaler. Another person was added to the medication room.

Follow-up Follow-up in 30 days to ensure medication room errors have improved.

8. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he broke his finger over a day ago, but has not received medical care for it despite reporting it to custody. He is in pain and needs to be seen by medical.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The offender's finger was dislocated and reset by doctor the same day of the complaint.

Outcome The offender received the care that he needed.

Follow-up No follow-up necessary as the offender has received the care needed.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was injured playing basketball, but didn't receive medical care until a day later and an x-ray a week after that despite seven officers having to escort him to his cell on the day of the injury.
Basis for Claim	HCS D 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The nurse inappropriately assessed him without referral to the doctor.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up necessary as the offender has now received the needed care.

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was given a "lay-in" in medical for a possible blood clot, but has not received five meals since being put on the status.
Basis for Claim	HCS D 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The offender was supposed to take the "lay-in" order over to Aramark.
Outcome	The offender was seen and treated further. In the future, medical will send these orders to Aramark.
Follow-up	No follow-up necessary as the offender has now received the needed care.

11. New Castle Correctional Facility

Complaint Type	Medical Care
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Complaint Summary	The offender complains that he is in need of his medication and knee brace. He's been at the facility for three days without receiving either.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. His medications were not sent with him.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up necessary as the offender has now received the needed care.

12. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he broke his wrist five days ago. After three days he received pain relievers, but has not received further care.
Basis for Claim	HCSO 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The orthopedic consult had not been approved and the offender had not been moved to a bottom bunk as ordered.
Outcome	The offender was seen and treated further. He was seen by the orthopedic specialist, given a cast, and a bottom bunk.
Follow-up	No follow-up necessary as the offender has now received the needed care.

13. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that the nurse that treated him was unprofessional and made sarcastic remarks about him filing complaints with the Ombudsman. The offender is located in the Annex.

Basis for Claim	HCSD 1.24 Orientation for Health Services Personnel
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.
Outcome	The nurse was counseled as to appropriate professional behavior.
Follow-up	No follow-up necessary as the nurse has been removed from sick call duty and her actions have been addressed by the facility.

14. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has submitted two Healthcare Request Forms in the past week to be seen for a fractured thumb. The offender is located in the Annex.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. He submitted a healthcare request form four days prior, but he was not seen within 24 hours. He also had not been referred to the provider.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up necessary as the offender has now received the needed care.

15. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he arrived in the Annex three days prior, but has not received his medications for depression and chronic pain.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The medication sent from the

prior facility could not be located. The facility got him new medications.

Outcome

The offender received his medications.

Follow-up

No follow-up necessary as the offender has now received the needed medications.

16. Pendleton Correctional Facility**Complaint Type**

Medical Care

Complaint Summary

The offender complains that he has filed two Healthcare Request Forms over the past two weeks, but has not been seen by medical.

Basis for Claim

HCSD 2.04 Access to Care

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.

Outcome

The offender received further care.

Follow-up

No follow-up necessary as the offender has now received the needed care.

17. Pendleton Correctional Facility**Complaint Type**

Medical Care

Complaint Summary

The offender complains that the nurse was rude to him when custody brought him over to her to be seen because his ear was swollen shut. The nurse cursed at him and shoved something in his ear even though it was swollen shut.

Basis for Claim

HCSD 2.04 Access to Care

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.

Outcome

Staff was counseled as to appropriate behavior according to the HCSD 2.04 Access to Care. The offender had a right to be seen and not be charged.

Follow-up No follow-up necessary as the staff has been counseled as to appropriate behavior.

18. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is not receiving his high blood pressure medication despite contacting medical regarding the matter.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.

Outcome The offender received his medication.

Follow-up No follow-up necessary as the offender has now received the needed medication.

19. Plainfield Correctional Facility

Complaint Type Classification - Time Cut

Complaint Summary The offender complains that he has not received a time cut for completion of a USDOL Apprenticeship. When he receives the time cut his release date will be within a month.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Randy Short, Director of Offender Placement in Central Office. Director Short directed that the time cut was not in the queue. He advised that we contacted the USDOL Coordinator for PEN Products at the facility to complete the time cut.

Outcome The time cut was completed at the facility and processed by Central Office.

Follow-up No follow-up necessary as the offender has now received the time cut.

20. Plainfield Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that his commissary restriction has not been lifted, but should have been.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Assistant Superintendent Uberto at the facility.
Outcome	The commissary restriction was lifted.
Follow-up	No follow-up necessary as the commissary restriction has now been removed.

21. Plainfield Correctional Facility

Complaint Type	Work
Complaint Summary	The offender complains that he is not being paid correctly at his job.
Basis for Claim	02-01-106 Offender Assignment & Pay Schedule
Investigative Summary	The Bureau contacted Charles Penfold, Administrative Assistant at the facility. The offender's pay was reviewed and he was due back pay.
Outcome	The offender received the back pay.
Follow-up	No follow-up necessary as the offender has now received the back pay.

22. Wabash Valley Correctional Facility

Complaint Type	Medical care
Complaint Summary	The offender complains that he was seen by medical 11 days ago and was supposed to have an x-ray the day after being seen, but it has not happened yet.
Basis for Claim	HCSD 2.26 Direct Orders

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office. The labs had been ordered, but never entered. The x-ray order was never given.

Outcome The offender received further care.

Follow-up No follow-up necessary as the offender has now received the needed care.

23. Westville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was charged a co-pay twice by medical after being seen for the same condition, but not receiving the follow-up care needed after being seen for the first time.

Basis for Claim IC 11-10-3-5 Rule for Co-pay Process

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.

Outcome The offender was reimbursed a co-pay.

Follow-up No follow-up necessary as the offender has now received the reimbursement.

24. Westville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has been sick for three weeks. He has sickle cell anemia and has been unable to move for three weeks.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.

Outcome The offender was admitted to the infirmary and received further care.

Follow-up No follow-up necessary as the offender has now received the needed care.

Assists

1. Correctional Industrial Facility

Complaint Type Confinement Conditions

Complaint Summary The offender complains that he is in Restrictive Housing and has mold on his walls and mat. He says that he's notified the Lieutenant and Superintendent several days ago, but it still has not been addressed.

Basis for Claim 02-01-104 Offender Grooming, Clothing, & Hygiene

Investigative Summary The Bureau contacted Delana Ritchie, Assistant Superintendent at the facility.

Outcome The offender was able to clean his cell and was issued a new mat.

Follow-up No follow-up necessary as the issue has been resolved.

2. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was referred to physical therapy by the doctor, but has not received it.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.

Outcome The offender was referred to physical therapy and met with the therapist.

Follow-up No follow-up necessary as the offender has received physical therapy.

3. Plainfield Correctional Facility

Complaint Type Legal

Complaint Summary	The offender complains that he has filled out four law library requests, but has not been sent.
Basis for Claim	00-01-102 Access to Courts
Investigative Summary	The Bureau contacted Dave Uberto, Assistant Superintendent at the facility.
Outcome	The offender was sent to the law library. Staff was reminded to be sure offenders on count letters are released on a regular and timely basis.
Follow-up	No follow-up necessary as the issue has been resolved.

4. Plainfield Correctional Facility

Complaint Type	Work
Complaint Summary	The offender complains that he did not receive his state pay from working in June.
Basis for Claim	02-01-106 Offender Assignment & Pay Schedule
Investigative Summary	The Bureau contacted Chuck Penfold, Administrative Assistant at the facility.
Outcome	The offender was reimbursed for half of June that he had not been paid for.
Follow-up	No follow-up necessary as the offender has received the back pay.

5. Westville Correctional Facility

Complaint Type	Confinement Conditions
Complaint Summary	The offender is located in "R" dorm and says that living conditions are not sanitary. He says that they only have one working shower and toilet, which does not meet standards.
Basis for Claim	02-01-104 Offender Grooming, Clothing, & Hygiene
Investigative Summary	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.

Outcome	The facility addressed the issue.
Follow-up	No follow-up necessary as the conditions have been addressed and all areas had plenty of useable toilets and showers.

6. Westville Correctional Facility

Complaint Type	Dental
Complaint Summary	The offender complains that he was charged twice for having his dentures repaired.
Basis for Claim	Dental Services Manual
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Administrator in Central Office.
Outcome	Medical has not received any recent requests for denture repair from him. Forwarded the account statement to medical for review of the charges.
Follow-up	No follow-up necessary.

7. Westville Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that he submitted two appeals in the same envelope to Central Office and he has received a response to one, but not the other.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Joel Lyttle, IDOC Counsel in Central Office.
Outcome	The offender's appeal was responded to.
Follow-up	No follow-up necessary as the offender has received the response.

8. Westville Correctional Facility

Complaint Type	Disciplinary Action
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Complaint Summary	The offender complains that his Disciplinary Hearing sanctions were not applied appropriately.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.
Outcome	The offender's sanctions were reviewed and adjusted appropriately.
Follow-up	No follow-up necessary as the sanctions have been corrected.

Follow-up from Previous Months

New Castle Correctional Facility – Medical Care

1. **Synopsis:** The offender complained that he had not received his medication. The refill was delayed due to the refill sticker not being pulled. Review in 30 – days to ensure med room procedures have improved.

30 –day review: Facility staff has worked to improve med room procedures and to ensure mistakes such as these do not occur. Follow up in 60 – days to ensure procedures have further improved.
2. **Synopsis:** The offender complained that he is not receiving his medication. A medication card was not created for the medication, thus the offender did not receive his medication. The facility has worked to improve procedures and further oversight has been implemented to help improvement. Follow up in 60 – days to ensure procedures have further improved.